# Aegis Desktop

USB 2.0 & eSATA DRIVE

# User Guide

The Leader in Personal Storage

APRICORN

Copyright © Apricorn, Inc. 2009. All rights reserved.

Windows is a registered trademark of Microsoft Corporation.

All other trademarks and copyrights referred to are the property of their respective owners.

Anytime (GB) is used in this document: One gigabyte (GB) = one billion bytes; accessible capacity will be less and actual capacity depends on the operating environment and formatting.

Distribution of substantively modified versions of this document is prohibited without the explicit permission of the copyright holder.

Distribution of the work or derivative work in any standard (paper) book form for commercial purposes is prohibited unless prior permission is obtained from the copyright holder.

DOCUMENTATION IS PROVIDED AS IS AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID.

# TABLE OF CONTENTS


1. Introduction ..... 4
   - System Requirements ..... 4
   - Getting to know your Apricorn product ..... 5
   - Package Contents ..... 5
   - Front Panel ..... 6
   - Rear Panel ..... 6
2. Hard Drive Installation ..... 7
3. Connecting your Aegis Desktop ..... 9
4. Software ..... 10
   - Before your Backup! ..... 10
   - EZ Gig II install instructions for Vista ..... 11
   - EZ Gig II for Windows ..... 12
   - Cloning your Hard Drive with Disk Clone ..... 13
   - Imaging your Hard Drive with Create Image Wizard ..... 18
   - Smart-ER Hard Drive Monitor for Windows ..... 22
   - Microsoft SyncToy™1.4 for Windows ..... 23
   - SuperDuper! Backup Software for Mac ..... 24
   - Synchronize! X for Mac ..... 25
   - Initializing your Hard Drive ..... 26
   - Reformatting you Hard Drive ..... 29
5. Disconnecting your Aegis Desktop ..... 32
6. Contacting Technical Support ..... 33
   - RMA Policy ..... 33
   - Warranty Conditions ..... 34
7. FAQs ..... 35

# 1. INTRODUCTION

Thank you for purchasing your Aegis Desktop system.

Engineered for desktop and notebook applications, the Aegis Desktop offers both eSATA & USB 2.0 external connections for a wider range of compatibility.

The Aegis Desktop is for use with SATA (Serial Advanced Technology Attachment) hard drives connected to any system that offers a eSATA or USB Type B port for USB 2.0/1.1 compatibility.

Backing up your invaluable data has never been easier. The ultra-cool fan keeps the enclosure at optimal temperatures which will extend the life of your hard drive and data.

**System Requirements**

**Hardware:** Pentium II CPU or Apple G3 or later
128MB RAM
CD ROM or CD-RW drive

**For use with SATA:** Open eSATA port

**For use with USB:** Open USB 2.0/1.1 Port

**Operating systems:**

Microsoft: Windows Vista Home Basic/Premium, Ultimate & Business
Windows XP Home and Professional
Windows 2000 Professional

Mac: OS 9.2 or higher
OS X 10.2 and later

# GETTING TO KNOW YOUR APRICORN PRODUCT

## Package Contents

**PC**
EZ Gig II Backup & Disaster Recovery Software
SMART-ER - Hard Drive Monitor
Microsoft SyncToy® 1.4 download

**Mac**
ShirtPocket SuperDuper! - Backup Software
Synchronize! X - Synchronization software

Apricorn Data Protection Suite

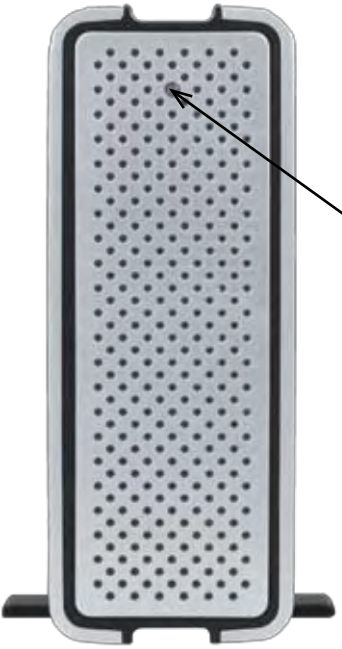
Aegis Desktop Enlosure

AC Adapter

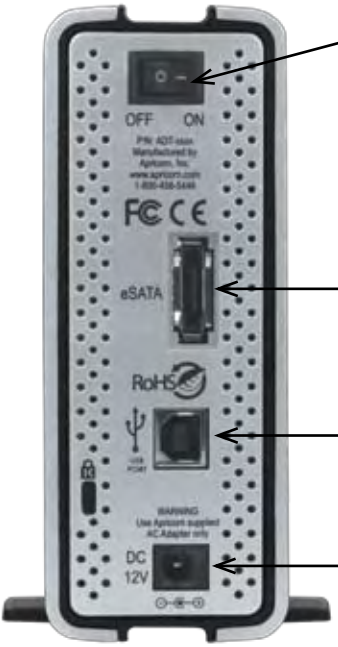
eSATA to eSATA Cable

USB Cable

**Front Panel**




**Rear Panel**

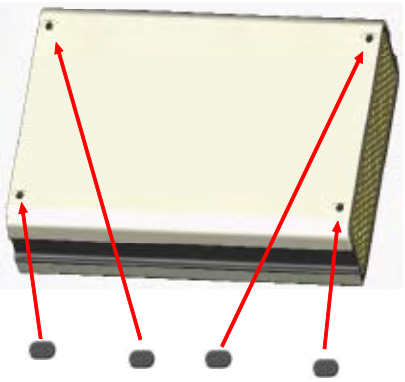


# 2. HARD DRIVE INSTALLATION

Aegis Desktop Kit hard disk drive installation instructions (the kit is shipped without a Serial ATA hard disk drive). If you purchased an Aegis Desktop with a hard drive already installed, please proceed to page 9.

Please follow the steps as below for installing your HDD into the Aegis Desktop enclosure.

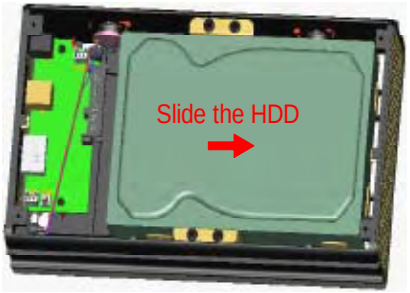
1. With the logo side of the drive down, remove the rubber pads and screws.



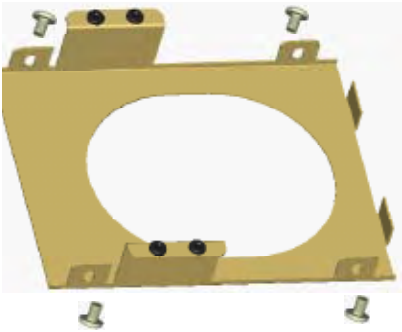
2. Gently lift off the cover to expose the existing hard drive. (upgrade only) skip to step 5 if you are installing a new disk.

WARNING: DO NOT TURN CASE UPSIDEDOWN ONCE THE COVER HAS BEEN REMOVED AND THE HARD DRIVE IS STILL CONNECTED.

3. Lay the case on a flat surface and slide the hard drive completely away from the connector before gently lift it out of the case.

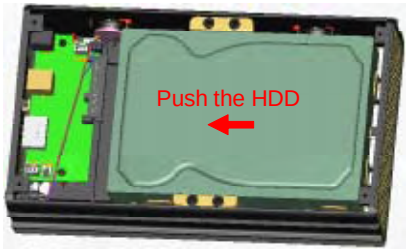


4. Remove drive from bracket and replace with new drive.

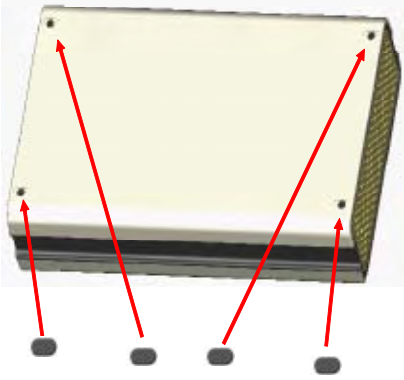


5. Place hard drive with label side up and connector side away from the hard drive stop and replace srews.

6. Set hard drive in case and push the hdd drive firmly into connector.




7. Place the case back on the



8. Proceed to the section on initializing, partitioning and formatting your new hard drive.

# 3. CONNECTING YOUR Aegis Desktop

You have two choices for setting up your Aegis Desktop. You may use either the eSATA to eSATA cable or the USB cable provided:

For use with the eSATA cable on a system with a pre-installed eSATA card:

1. Start by turning off your computer.

3. Connect the eSATA cable to the eSATA port at the rear of the Aegis Desktop and the other end to an available port on your pre-installed eSATA card

4. Connect the AC adapter at the rear of the Aegis Desktop and then plug into an available wall outlet or power strip.

5. Turn the Aegis Disktop ON using the ON/OFF switch located on the rear panel. The indicator light will come on to let you know that the Aegis Desktop is powered.

6. Now, power up your computer.

For use with the USB cable:

1. Connect the USB cable to the USB port at the rear panel of the Aegis Desktop and to an available USB Port on your computer.

2. Connect the AC adapter at the rear panel of the Aegis Desktop and then plug into an available wall outlet or power strip.

3. Turn the Aegis Disktop ON using the ON/OFF switch located on the rear panel. The indicator light will come on to let you know that the Aegis Desktop is powered.

# 4. SOFTWARE

## Before You Backup!

With more of your work and personal life becoming digitized, backups are essential. Backups protect and preserve precious data, music files, digital photos, digital videos and other important computer documents from being lost forever.

The following next few steps are recommendations to consider before backing up, to help the process run smoothly:

1. Ensure there are no file system errors by running ***Windows Check Disk*** (or a similar check disk utility) on your computer's internal hard disk drive.

2. Defragment your computer's internal hard disk drive by using ***Windows Disk Defragmenter*** (or a similar disk defragmenter utility).

3. Make copies of any important files or data to another drive.

4. Hard drive backups work best when done on a regular basis. Take a moment to establish a backup plan that works for you.

   Disk Clone and Disk Image will both create a full backup of your system.

   Use Disk Image and create a full backup each day, week or month depending on how critical your data is and how far back you would like to recover a version of the files you are working with.

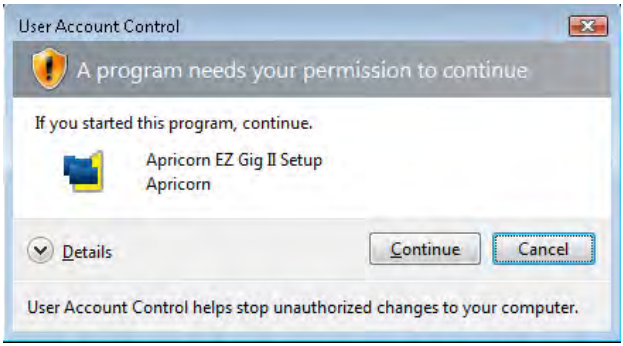
   Use Disk Clone and create a full backup if you are upgrading to a larger hard drive or anytime you want or need to have an exact bootable clone of your hard drive.

5. Once you have decided upon your plan, proceed to the appropriate sections in this manual to either use Disk Clone or Disk Image.

## EZ Gig II installation instructions for Windows Vista:

Windows Vista's User Account Control helps stop unauthorized changes to your computer. The User Account Control window pops up in Administrator Approval Mode whenever a program tries to install on your Windows Vista system. If the User Account Control window does not pop up, please skip to the EZ Gig II installation.

When the User Account Control window pops up there will be a warning symbol and message that reads, "A program needs your permission to continue." The instructions will read "If you started this program, Continue."




Please click the Continue button and proceed to the EZ Gig II main installation screen.

### Change the default "Power Options" for Windows Vista operating systems:

By default Windows Vista operating system will "Turn display off" after 20 minutes and "Put the computer to sleep" after 1 hour of keyboard or mouse inactivity. It will take more than 20 minutes to backup most of today's larger hard drives. If the system goes into display is turned off or the computer goes to sleep during the backup, your backup may fail. This will not damage your original hard drive in any way but you will have to restart the backup. To avoid this issue change the default "Power Options" before starting the backup on Windows Vista Systems.

From your Window Vista Start menu type "Power Options" in the "Start Search bar" and the "Power Options" program will be listed in the results window. Alternately you can go to Start Menu – Control Panel – Power Options. Click on "Power Options" to launch the program. On the left window click on "Choose when to turn off display" and make the changes as listed below.

| | |
|---|---|
| Turn Display Off | Never |
| Put computer to sleep | Never |

Once you have completed the backup go to "Power Options" and restore the default settings.

# EZ Gig II for Windows

1. Insert Apricorn CD into your CD-ROM drive.

2. Setup screen will pop up. Click **Install EZ GIG II** button.

3. EZ Gig II installation screen will pop up.

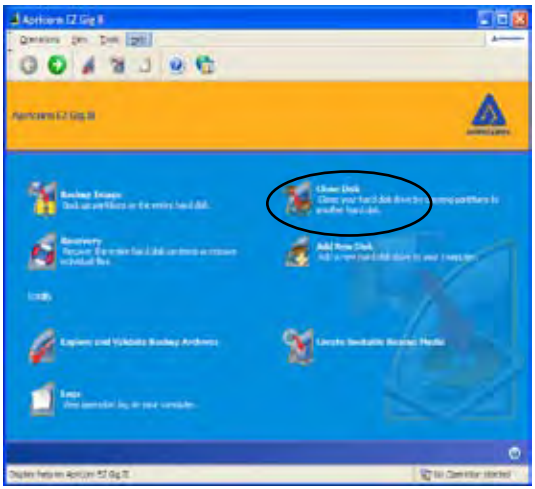
4. Follow instructions for installation.

**Read all instructions carefully before cloning. This is only a quick overview of how to use Disk Clone in Typical Mode. For detailed instructions including the custom options read Chapter 10 "Transferring the system to a new disk" located in the EZ Gig II User Guide located on the Apricorn software CD that came with your Apricorn product. Alternately if you have installed EZ GIG II on Windows, go to: start / All Programs / Apricorn / Apricorn EZ Gig II / Apricorn EZ Gig II User Guide**

## Cloning your hard drive with Disk Clone

EZ Gig II allows you to clone your hard drive from inside the Windows operating system or by booting directly to the Apricorn Software CD provided with the product you purchased. If your system is running normally we recommend that you clone your hard drive by starting up the program inside the Windows operating system.

1. Ensure your ***Apricorn product*** is connected to your computer.



2. To start EZ Gig II, click **Start > Programs > Apricorn > EZ Gig II** and click on **Apricorn EZ Gig II.** This will open the main screen of EZ Gig II. You can also click on the **Apricorn EZ Gig II** icon on the Desktop.

3. On the main screen double click on the **Clone Disk** icon to open Disk Clone Wizard.

4. When you see the **Welcome to the Disk Clone Wizard!** screen. Click **Next** to continue.

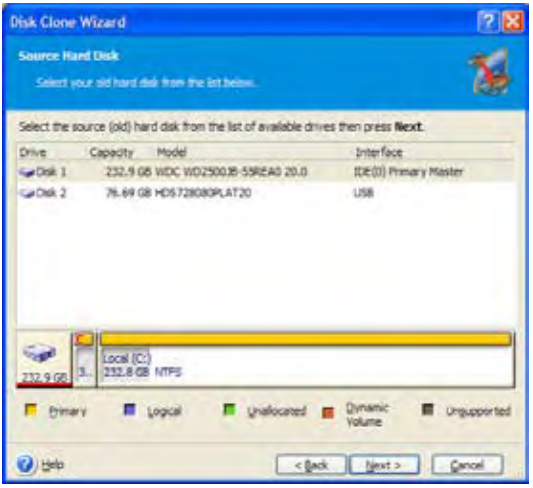
Disk Clone Wizard
Welcome to the Disk Clone Wizard!
This wizard will help you to clone your hard disk drive by copying the partitions to another hard disk.
APRICORN
EZ GIG II
www.apricorn.com
Please click Next to continue.
Help
Next >
Cancel

5. The **Clone Mode** screen will appear. Select **typical** and click **Next** to continue.

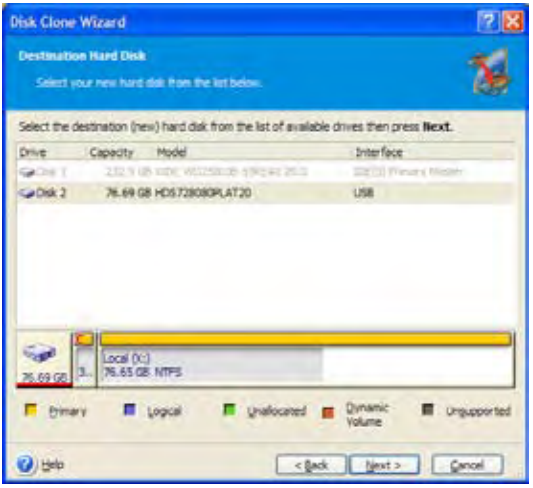
Disk Clone Wizard
Clone Mode
You can choose between typical or custom clone modes.
Select the hard disk clone mode. You can find the description of your selection below. Press Next when ready to proceed:
typical
custom
Description
Typical mode is used for hard disk cloning. This mode pre-selects the most common settings to make the cloning process easier. All your partitions from the old hard disk will be copied to the new one in a few simple steps, making your new hard disk bootable. All of your partitions will be automatically resized to fit the new hard disk.
Note: You will have to remove the old hard disk when the cloning process is complete.
Suitable for most users.
Help
< Back
Next >
Cancel

6. If the hard disk drive to receive the cloned data is new or blank, proceed to step 10. If the hard disk drive to receive the cloned data either contains data or is formatted, proceed to step 7.

7. The **Source Hard Disk** screen will appear. Select the appropriate source hard disk. The interface and disk size can be used to help identify the correct disk number. Click **Next** to continue.




8. The **Destination Hard Disk** screen will appear. Select the appropriate destination hard disk. The destination hard disk is typically your new hard disk drive. Click **Next** to Continue.



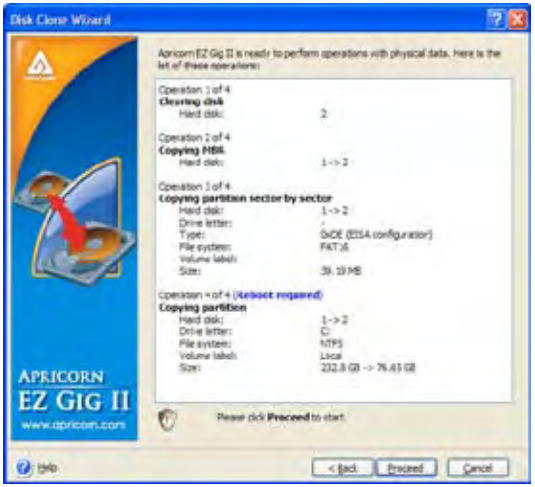
9. The **Nonempty Destination Hard Disk** screen will appear when you have selected to transfer data to a drive that already contains data. If you have chosen the proper source and destination drives, then select the "Delete partitions on the destination hard disk" button. Click **Next** to continue.

Disk Clone Wizard
Nonempty Destination Hard Disk
You have chosen a destination hard disk that already contains some partitions.
The destination drive you have chosen contains some partitions that might have useful data. The operation is possible only if the destination hard disk is empty. In order to proceed with the operation, you should either allow Apricorn EZ Gig II to delete all the partitions on the destination hard disk or click Back and choose another destination hard disk.
Delete partitions on the destination hard disk
No, I do not want to delete partitions
Description
Delete all partitions on the destination hard disk. Will destroy all your data on the destination hard disk. Make sure you have chosen the right destination disk.
Help
< Back
Next >
Cancel

**Note: If you need to confirm that you have selected the proper source and destination drives, click the Back button to check.**

10. The next screen outlines the operations that Disk Clone will perform.

    Click **Proceed** to continue with cloning your hard disk drive.




12. The computer will reboot and the cloning process will now begin.

***Do not turn your computer off during this process. However, your computer will reboot itself during the clone process (this is normal) and you should let the process continue until you see the congratulations screen. When the congratulations screen appears, turn off your computer using the power button. Then unplug the Apricorn product from the computer. DO NOT REBOOT THE COMPUTER WITH A CLONED HARD DRIVE IN THE Apricorn product. To do so may alter some settings of the Windows operating system.***

13. You have completed the cloning process and now have an exact bootable clone of your hard drive.

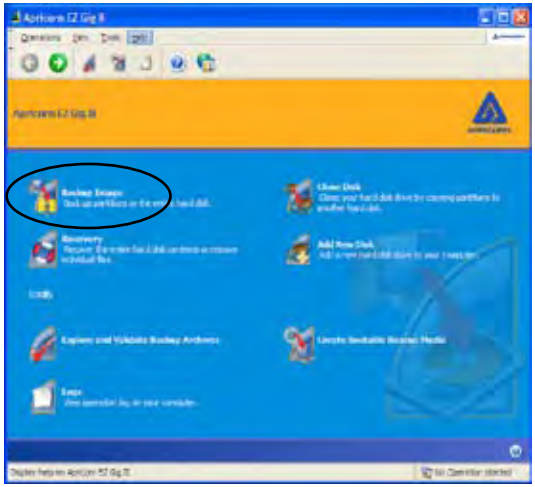
**Read all instructions carefully before cloning. This is only a quick overview of how to use Create Image Wizard in Typical Mode using the default options. For detailed instructions including how to set the options manually read Chapter 5 "Creating Backup Archives" located in the EZ Gig II User Guide located on the Apricorn software CD that came with your Apricorn product. Alternately if you have installed EZ GIG II on Windows, go to: start/All Programs/Apricorn/ Apricorn EZ Gig II/Apricorn EZ Gig II User Guide**

## Imaging your hard drive with Create Image Wizard

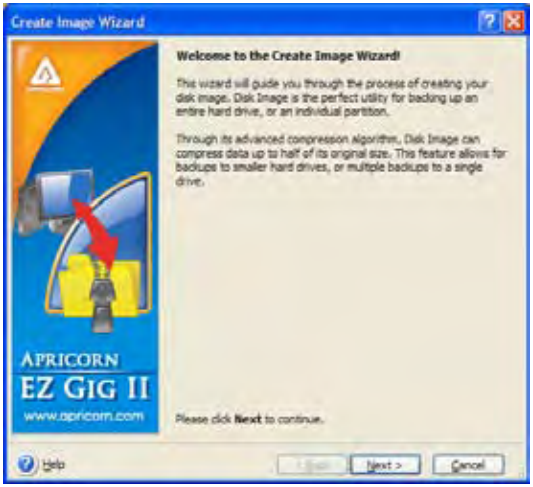
1. **Under certain conditions, Apricorn EZ Gig II may require your computer to reboot. Please save all work before starting Apricorn EZ Gig II.**

2. To start EZ Gig II, click **Start** > **Programs** > **Apricorn** > **EZ Gig II** and click on **Apricorn EZ Gig II**. This will open the main screen of EZ Gig II. You can also click on the **Apricorn EZ Gig II** icon on the Desktop.

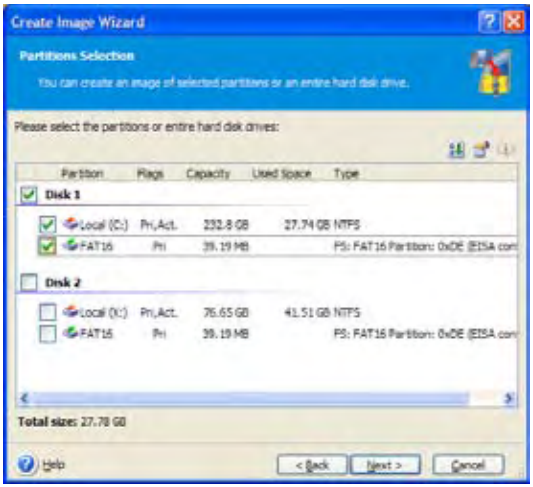
3. Double Click on the **Backup** icon from the main screen to open Create Image Wizard.



4. This will bring up the **Welcome to Create Image Wizard** window. Click **Next** to continue.

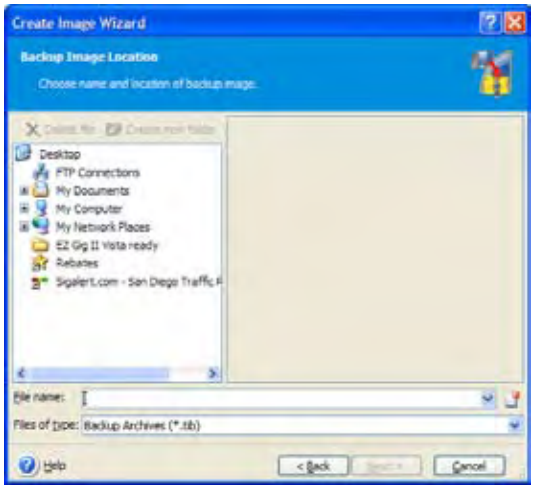

Create Image Wizard
Welcome to the Create Image Wizard!
This wizard will guide you through the process of creating your disk image. Disk Image is the perfect utility for backing up an entire hard drive, or an individual partition.
Through its advanced compression algorithm, Disk Image can compress data up to half of its original size. This feature allows for backups to smaller hard drives, or multiple backups to a single drive.
APRICORN
EZ GIG II
www.apricorn.com
Please click Next to continue.
Help
Next >
Cancel

5. At the **Partition Selection** screen, select the disk or partition(s) you would like to back up by checking the appropriate box. Click **Next** to continue.




6. At the **Backup Image Location** window, find your ***Apricorn product*** (it may have the name Apricorn, and the drive letter will vary depending on the configuration of your computer).

7. Enter the image name in the ***File Name*** text box, located near the bottom of the window. You can enter any name you wish. It might be a good idea to use the date, such as E:\Jan26 for January 26. Click ***Next*** to continue.




8. The **Choose Backup Options** window will open. Select ***Use Default Options*** and then click ***Next*** to continue.

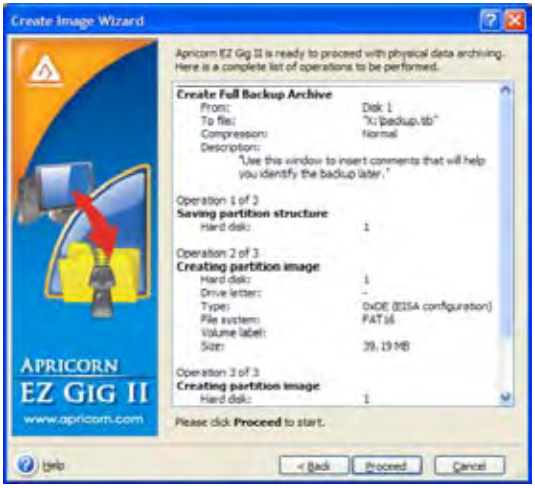
Create Image Wizard
Choose Backup Options
You can use the default options for this task or modify them manually.
Select either to run this backup creation task using default options or configure the options for this task on the next steps of the wizard:
Use default options
Set the options manually
Description
You can use default options for this task. To change the default options, open the menu item Tools -> Options and make all necessary changes.
Help
< Back
Next >
Cancel

**Note: For detailed instructions on how to set the options manually read Chapter 5 “Creating Backup Archives” in the “Apricorn EZ Gig II User Guide” located on the Apricorn software CD that came with your Apricorn product. Alternately if you have installed EZ GIG II on Windows, go to: start / All Programs / Apricorn / Apricorn EZ Gig II / Apricorn EZ Gig II User Guide**

9. The **Image Archive Comments** window will open. You can use this window to write comments about the image (such as the imaging date, computer, operating system, etc.). Click ***Next*** to continue.

Create Image Wizard
Archive Comments
Add comments for the archive.
It is sometimes useful to add comments to the archives you create. Comprehensive comments can help you to find the appropriate archive much faster.
Use this window to insert comments that will help you identify the backup later.
Help
< Back
Next >
Cancel

10. This will open the Apricorn Disk Image Archive File Creation Script window. Verify the operations listed in the white box. If there are corrections to be made, click the ***Back*** button to change selected options. The selected operations **will not execute** until the Proceed button is clicked. If everything is correct, you can click the ***Proceed*** button to create the image file.




11. When Disk Image completes the selected options, the Congratulations screen will appear.

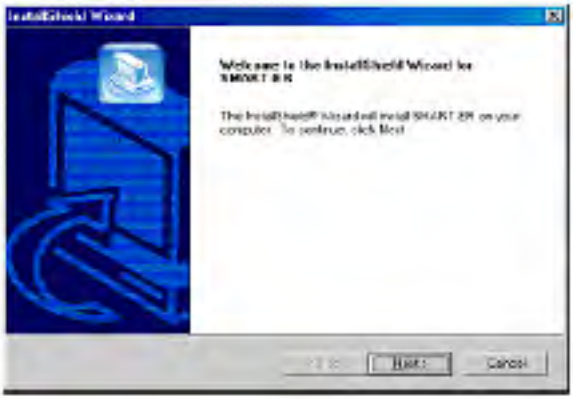
12. BACKUP COMPLETE!!! The ***Apricorn product*** now contains a complete image of the selected drive or partition(s).

**SMART-ER Hard Drive Monitor for Windows**

1. Insert Apricorn CD into CD-ROM drive.

2. Setup screen will pop up. Click **SMART-ER** button.

3. The SMART-ER Setup program will appear (pictured below) with a text file containing your serial number. Click **<Next>**



4. The License Agreement Dialog appears. Please read through first and Click **<YES>** if you accept the terms.

5. Enter your name, organization and serial number from the text file. Click **<Next>**

6. Choose the Destination Drive location. This will select the folder where Setup will install the files. Click **<Next>**

7. Install wizard is complete! Select , **Yes, I want to restart my computer now.™** Click **<Finish>** and the computer will automatically reboot with SMART-ER installed.

Once you reboot your system, you will notice a Blue S in your system tray. Your system tray is located in the lower right-hand corner of your desktop. By pointing your mouse over the blue S, you will get a message **SMART-ER status: OK**

## Microsoft SyncToy 1.4 download

Microsoft® SyncToy 1.4 for Windows is available as a free download from the Microsoft Download Center. The easy to use, customizable application helps you copy, move, rename, and delete files between folders and computers. To make it easy for you to find and download, we have created a link that is accessible from the Apricorn Software CD.

## SuperDuper! Backup Software for Mac

1. Insert Apricorn CD into your CD-ROM drive

2. When the Apricorn CD appears on your desktop, double click to open.

3. Double click on the **SuperDuper!.dmg** icon

4. This will open the package and mount a drive on your desktop.

5. Open this drive by clicking on the newly created disk icon. The below window will open on your screen.

6. To install **SuperDuper!** drag **SuperDuper!** icon to Applications and run.

7. Follow the instructions included on the SuperDuper! User's Guide to setup.

## Synchronize! X for Mac

1. Insert Apricorn CD into your CD-ROM drive

2. When the Apricorn CD appears on your desktop, double click to open.

3. Double click on the **Synchronize!X.dmg** icon

4. This will open the package and mount a drive on your desktop.

5. Open this drive by clicking on the newly created disk icon. The below window will open on your screen.

6. To install **Synchronize! X** drag **Synchronize! X** icon to Applications and run.

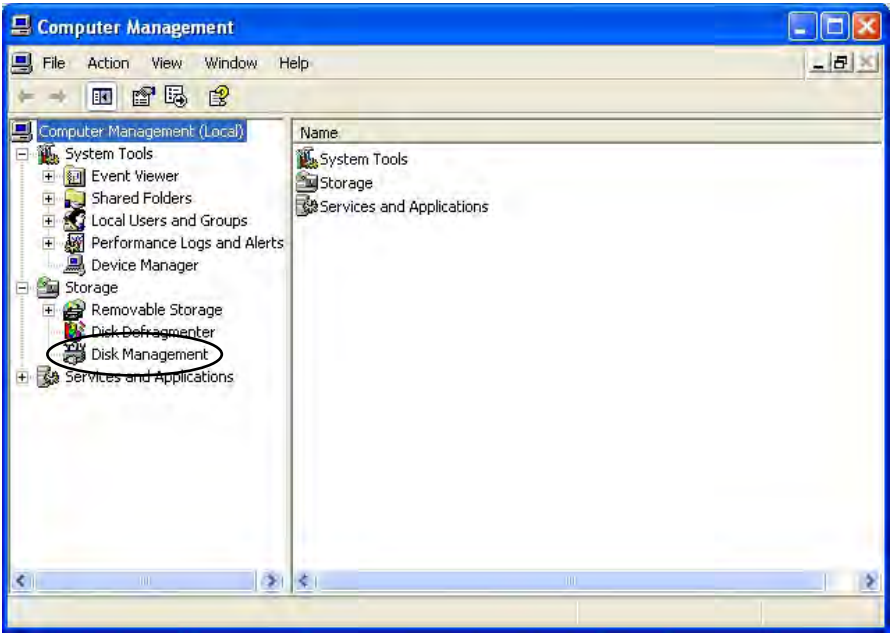
7. Follow the instructions included on the Synchronize! X User Guide for setup.

## Initializing Your Hard Drive (self installed hard drives only)

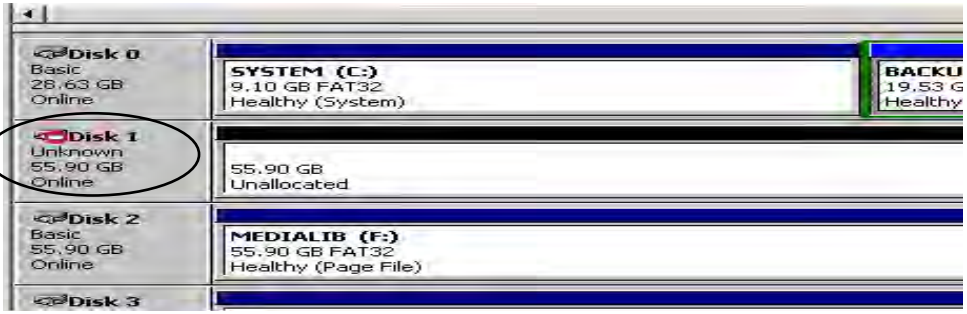
1. To initialize your hard drive, you will need to go to ***Disk Management*** in Windows. To get to Disk Management in Windows 2000, XP and Vista, right click ***"My Computer"*** *and click on* ***"Manage"*** *in the list.* If you purchased an **Aegis Desktop that already has a hard drive, you do not need to use this section because the drive is already formatted for FAT32.**

2. Double-click on ***Computer Management***.

3. In ***Computer Management,*** you will find ***Disk Management*** under the ***Storage*** section. Double-click on ***Disk Management***. Windows XP has a wizard to initialize new hard drives and may appear at this point. If the wizard does not appear, follow the remaining instructions.




4. You will be able to easily identify the new drive in ***Disk Management***. The drive will show up as ***Unknown*** and ***Unallocated*** with a ***red no entry sign*** on the disk number. If you do not see a ***red no entry sign*** on the disk number, skip to **"Partitioning/Formatting Your Hard Drive"** in the next section.

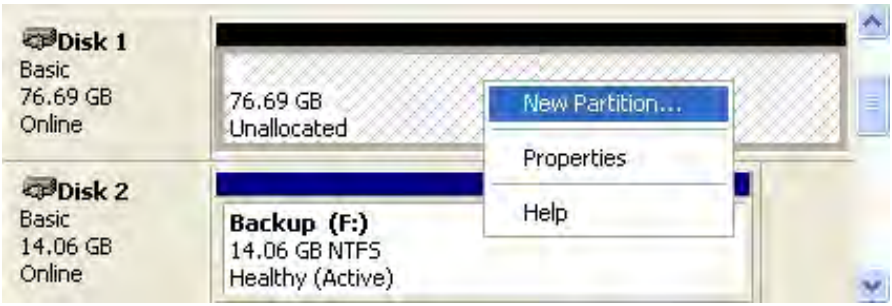



5. Right click on the section to the left where the drive number and red no entry sign are located. Select ***Write Signature*** / **Initialize Disk**

6. There are two types of disk storage that you can choose from: basic and dynamic. Select ***Basic Storage*** if you want to create partitions and logical drives on the disk. Select ***Dynamic Storage*** if you want to create simple volumes (dynamic disks cannot access MS-DOS or Microsoft Windows 98 or earlier versions). If you need further information on disk storage, please go to the Microsoft website.

**Partitioning/Formatting Your Hard Drive**

1. Once you have selected your disk storage type, you will need to partition/ format your drive.




2. Right click on the drive and select ***New Partition***.

3. A Partition Wizard will initiate. Click ***Next***.

4. Select ***Primary partition*** and click ***Next***.

5. You will then need to decide on a partition size. Enter a partition size in the box provided. Click ***Next***.

6. Select ***Assign a drive letter***. Fill in the drive letter. Be sure to select a drive letter that is not in use. Click ***Next***.

7. **“Format this partition with the following settings”** is selected by default.

New Partition Wizard
Format Partition
To store data on this partition, you must format it first.
Choose whether you want to format this partition, and if so, what settings you want to use.
Do not format this partition
Format this partition with the following settings:
File system:
NTFS
Allocation unit size:
Default
Volume label:
New Volume
Perform a quick format
Enable file and folder compression
< Back
Next >
Cancel

**File System:** NTFS is selected by default.
**Allocation unit size:** Accept the default size.
**Volume Label:** Choose a name that is meaningful to you.

**Perform a Quick Format:** **Optional**

Enabling Perform a Quick Format reduces the format time significantly. However a Quick Format is less thorough and does not scan for or mark bad sectors. If you are concerned about errors on your drive do not perform a quick format.

**Enable file and folder compression:** **Optional**

Selecting this feature gives you the option to use file and folder compression feature available to the NTFS files system.

8. Click ***Next***. You will have to wait a bit. When completed, the drive properties will be shown. You have completed partitioning and formatting your new hard drive. You can begin cloning or imaging (see relevant sections for instructions).

## Reformatting Your Hard Drive

Your Aegis Desktop's hard drive is preformatted with the FAT32 Windows File System. While the FAT32 file system is visible to the largest number of operating systems, FAT32 does have limitations. You cannot save a file larger than 4GB. In Windows 2000 and XP, the partition size is limited to 32GB. The Aegis Desktop will be usable in your system, however we recommend that you reformat the hard drive in the following ways for the following operating systems:

**To Reformat in Windows 2000 or XP (NTFS File System):**

**Caution: Reformatting your hard drive will destroy any data on the hard drive. Backup any data before you continue with this operation.**

1. Make sure the Aegis Desktop is plugged into the USB port.
2. Open ***My Computer*** or ***Windows Explorer***.
3. Right click on the Aegis Desktop drive and select ***Format***.
4. This will open the format window:
   a. In the ***File system*** drop down box, select NTFS.
   b. Use ***Default allocation unit*** size.
   c. Under ***Format options***:
      i. Select ***Quick Format*** (optional)
      ii. Do not ***Enable Compression***. (optional)
   d. Click on the ***Start*** button.
5. The drive will now be reformatted.
6. To verify the reformatting of the drive:

   a. Go to ***My Computer*** or ***Windows Explorer***, right click on the Aegis Desktop drive, and select ***Properties*** from the list.

   b. This will open the Aegis Desktop hard drive properties. The ***File System*** should now read NTFS.

**To Reformat in OS 9.x:**

**Caution: This will destroy any data on the hard drive. Backup any data before you continue with the reformatting of the Aegis Desktop hard drive.**

1. Make sure the Aegis Desktop is plugged into the USB port.

2. Disable the file exchange in the ***Extensions Manager***:

   a. From the ***Apple Menu***, select ***Control Panel***, then ***Extensions Manager***.

   b. From the list: uncheck the on/off button next to the ***File Exchange***.

   c. Click ***Restart***.

   Your Macintosh will restart and you will get the following message:

   "This disk is unreadable by this computer
   Do you want to initialize the disk?"

3. Enter Aegis Desktop into the ***Name*** box.

4. From the drop down list, select ***Mac OS Extended*** and click the ***Initialize*** button. After the drive is initialized the drive named Aegis Desktop will appear on your desktop.

5. To confirm that the Aegis Desktop hard drive is properly formatted, select the Aegis Desktop drive, then Select: ***File, Get Info, General Information***. The drive should read Mac OS Extended.

6. You can now enable the file exchange extension.

   a. From the ***Apple Menu***, select ***Control Panel, Extensions Manager***.

   b. Check the on/off box next to ***File Exchange***.

   c. Click ***Restart***.

**To Reformat in Mac OS 10:**

**Caution: This will destroy any data on the hard drive. Backup any data before you continue with the reformatting of the Aegis Desktop hard drive.**

1 Make sure the Aegis Desktop is plugged into the USB port. The drive should appear as a drive on your desktop.

2. Open the "Applications" folder on your hard drive, go to the "Utilities" folder and select **Disk Utilities**.

3. Select the drive from the list:

   a. A description of the drive appears in the window.

   b. Connection bus should be USB 2.0.

4. Select the ***Erase*** tab on the top of the window.

5. From the volume format drop down list, select the ***Mac OS Extended***.

6. Enter Aegis Desktop into the ***Name*** box.

7. Select the check box next to ***Install Mac OS 9 Drivers***. This will allow you to see your Aegis Desktop hard drive if you boot to Mac OS 9.x

8. Click the ***Erase*** button: An alert will appear to confirm the erase process.

9. Click the ***Erase*** button to start the formatting process.

10. To confirm that the Aegis Desktop hard drive is properly formatted, Select the Aegis Desktop drive, then Select: ***File, Get Info***. The format should read Mac OS Extended.

# 5. DISCONNECTING

**Windows 2000, XP and Vista**

1. Click on the ***Safely Remove Hardware*** icon in the system tray.

2. Follow the computer screen instructions to remove your Aegis Desktop from your computer.

To protect against unexpected data loss, Windows verifies that all files on the disk are closed before allowing the USB or FireWire device to be removed. If you receive an error message that says **"The device cannot be stopped right now*. Try stopping the device again later.*"** Close all programs that are using files from the drive, then repeat steps 1 and 2.

**Macintosh**

1. The drive will need to be dismounted. This can be done by dragging the drive to the ***Trash Can***.

2 Wait a few seconds. Once the LED has turned off, you can safely remove the drive.

To protect against unexpected data loss, OS X verifies that all files on the disk are closed before allowing the device to be removed. If you receive an error message that says **"The disk "Aegis Desktop " is in use and could not be ejected"**. Close all the programs that are using files from the drive, then repeat steps 1 and 2.

# 6. CONTACTING TECHNICAL SUPPORT

Apricorn provides the following helpful resources for you:

1. Hardware Installation Section of the User's Guide.

2. Apricorn's Website (http://www.apricorn.com)
   This gives you the ability to check for up-to-date information.

3. E-mail us at support@apricorn.com.

4. Or call the Technical Support Department at 1-800-458-5448.

   Apricorn's Technical Support Specialists are available from 8:00 a.m. to 5:00 p.m., Pacific Time from Monday through Friday.

## RMA POLICY

An RMA (Return Merchandise Authorization) tracking number must be issued by Apricorn. If you need to return or replace your Aegis Desktop, Apricorn requires that you perform the following steps:

1. Simply call Apricorn's technical support department with your Aegis Desktop part number and a description of the problem(s) you are experiencing.

2. If the Apricorn representative finds cause for a return, they will issue an RMA number. Please write this number down.

3. Fill out an RMA authorization form with your package. The RMA form is available on-line at *http://www.apricorn.com/support/rma.php.*

4. Please send the prepaid package to the following address, make sure the RMA# is written on the exterior of the package:

   **Apricorn**
   **RMA#: _____**
   **12191 Kirkham Road**
   **Poway, CA 92064**

The purchaser shall be responsible for any loss or damage to the returned product until it is received by Apricorn. Purchaser should consider obtaining insurance with respect to shipping the product.

## WARRANTY CONDITIONS

**1-Year Warranty:**
Apricorn offers a 1-year warranty on the Aegis Desktop against defects in materials and workmanship under normal use. The warranty period is effective from the date of purchase either directly from Apricorn or an authorized reseller.

**Disclaimer and terms of the warranties:**
THE WARRANTY BECOMES EFFECTIVE ON THE DATE OF PURCHASE AND MUST BE VERIFIED WITH YOUR SALES RECEIPT OR INVOICE DISPLAYING THE DATE OF PRODUCT PURCHASE.

APRICORN WILL, AT NO ADDITIONAL CHARGE, REPAIR OR REPLACE DEFECTIVE PARTS WITH NEW PARTS OR SERVICEABLE USED PARTS THAT ARE EQUIVALENT TO NEW IN PERFORMANCE. ALL EXCHANGED PARTS AND PRODUCTS REPLACED UNDER THIS WARRANTY WILL BECOME THE PROPERTY OF APRICORN.

THIS WARRANTY DOES NOT EXTEND TO ANY PRODUCT NOT PURCHASED DIRECTLY FROM APRICORN OR TO ANY PRODUCT THAT HAS BEEN DAMAGED OR RENDERED DEFECTIVE: 1. AS A RESULT OF ACCIDENT, MISUSE, NEGLECT, ABUSE OR FAILURE AND/OR INABILITY TO FOLLOW THE WRITTEN INSTRUCTIONS PROVIDED IN THIS INSTRUCTION GUIDE: 2. BY THE USE OF PARTS NOT MANUFACTURED OR SOLD BY APRICORN; 3. BY MODIFICATION OF THE PRODUCT; OR 4. AS A RESULT OF SERVICE, ALTERATION OR REPAIR BY ANYONE OTHER THAN APRICORN AND SHALL BE VOID. THIS WARRANTY DOES NOT COVER NORMAL WEAR AND TEAR.

NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, HAS BEEN OR WILL BE MADE BY OR ON BEHALF OF APRICORN OR BY OPERATION OF LAW WITH RESPECT TO THE PRODUCT OR ITS INSTALLATION, USE, OPERATION, REPLACEMENT OR REPAIR.

APRICORN SHALL NOT BE LIABLE BY VIRTUE OF THIS WARRANTY, OR OTHERWISE, FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGE INCLUDING ANY LOSS OF DATA RESULTING FROM THE USE OR OPERATION OF THE PRODUCT, WHETHER OR NOT APRICORN WAS APPRISED OF THE POSSIBILITY OF SUCH DAMAGES.

# 7. FAQs

**1. What is SATA or Serial ATA?**

SATA or Serial ATA (Serial Advanced Technology Attachment) is the natural successor for the Parallel ATA interface that is commonly used today.

**2. Why SATA or Serial ATA?**

The following are considered major features of SATA:

- 150MB/s maximum transfer rate (300MB/s and 600MB/s planned for the future).
- Hot-Swappable
- Two power saving modes: partial and slumber
- Overlapping commands
- Tagged command queueing
- Seven wire data cable (compared to the 40 pin connectors used today)
- Cable length of 1m

**3. Will I be able to still use a SATA drive like the current drives?**

The procedure for formatting disks and creating partitions remains the same.

**4. Where can I find out more about SATA?**

There is a Serial ATA organization with a website address of www.serialata.org.

**5. Why can't I hot swap my Aegis Desktop when connected with the eSATA cable?**

It is true that SATA standards allow for hot swapping external SATA hard drives, however some motherboard manufacturers may not have included support for all of the SATA standards on the first release of their products. If you are experiencing problems when trying to hot swap your Aegis Desktop, check with your motherboard manufacturer for a bios update or a SATA controller patch to fix the problem.

**6. The Aegis Desktop power LED is on, but the drive is not automatically detected by the operating system.**

a. The mass storage device drivers are not installed correctly or there is a resource conflict in the system. Use the Windows Add New Hardware Wizard to detect the drive, or, if the drive has already been installed, use the Windows Update Device Driver Wizard. Be sure that there are no resource conflicts in the Windows Device Manager before installing the drive.

b. Or you may need to partition your drive. Please see the section on partitioning/formatting your hard drive.

**7. What software is included with my Aegis Desktop?**

**PC Software Includes:** EZ Gig II, Microsoft SyncToy 1.4 download and SMART-ER

**EZ Gig II** for Windows is one of the most powerful yet easy to use backup utilities available. EZ Gig II is the second generation of the award winning EZ Gig Data Transfer Utility. It now supports transferring data via USB, PC Card, FireWire, or internal IDE Bus. EZ Gig II is comprised of two modules:

**Disk Clone** is ideal for users who require an exact copy of their hard drive. A cloned copy of a hard drive can be used for disaster recovery backup, or as a hard drive upgrade.

**Disk Image** takes a snapshot of your entire system and compresses it into a file up to half its original size. This method takes up less space, thus allowing multiple backups to a single drive. The Image option also allows for the restoration of individual files or folders and a password to be assigned to a backup image, providing security for your data. A detailed description for each image can be entered giving the user total flexibility to retain backups from multiple dates, or multiple computers.

**Microsoft® SyncToy 1.4** is available as a free download from the Microsoft Download Center. The easy to use, customizable application helps you copy, move, rename, and delete files between folders and computers.

**SMART-ER**

By polling the S.M.A.R.T. data from a hard drive, SMART-ER gives the user advanced warning of a hard drive failure with a pop up message or e-mail to the IT administrator. Using less than 1MB of system resources, SMART-ER also monitors the hard drive free space and is compatible with Windows PC with IDE Hard Drives.

***MAC Software Includes:*** ShirtPocket SuperDuper! and Synchronize! X for Mac.

**Synchronize! X for Mac** is a file synchronization and backup utility for personal data on Mac OS X. Synchronize! X will backup your personal data to another disk, so that it is safe. It can sync your home folder with a file server, or your PowerBook, or a FireWire disk, so that the newest files are in both locations.

**SuperDuper!** is the wildly acclaimed program that makes recovery painless, because it makes creating a fully bootable backup painless. Its incredibly clear, friendly interface is understandable, easy to use. And it runs beautifully on both Intel and Power PC Macs! SuperDuper's interface confirms all your actions in simple, clear language to ensure that the end result is exactly what you intended.

**8. What is the difference between "cloning" and "imaging"?**

Disk Cloning is a bit for bit copy of one drive to another. In doing so, a Clone can boot and run the operating system. The data is exactly the same on both drives.

Disk Imaging copies the data on the drive and stores it as a file. This file can be compressed to a smaller size to take up less space. The Image is not bootable.

**9. Can I make a clone of my drive and put it in a different machine?**

A clone is for disaster recovery purposes (i.e. when your drive fails and you need to get back up and running). No, you should not make a clone of your drive and put it in another or multiple machines. There are licensing issues for the software on your machine.

**10. Is it possible to restore a single file from an image stored on my Aegis Desktop?**

**Yes.** EZ Gig II allows you to mount an image as a "virtual" hard drive. You can access this "virtual" drive as if it were a physical hard drive. You would use your ***Windows Explorer*** or ***My Computer*** and copy the file or folder and paste it on to your hard drive.

**11. Why am I unable to save a file larger then 4GB on to my Aegis Desktop?**

Fat 32 has a file size limitation of 4GB. If you are using Windows 98 SE or ME, FAT32 is the only option you have available. If you are using Windows 2000 or XP, you can reformat the drive to NTFS. By reformatting the drive to NTFS, you eliminate the 4GB limitation, but you will also lose any data stored on the drive. Either reformat to NTFS before using it for the first time, or backup the data before reformatting.

**12. I am unable to format my 40GB or larger Aegis Desktop with FAT 32 in Windows 2000 or XP?**

Windows 2000 and XP limit a FAT32 partition to 32GB. If you choose to format the drive in a larger partition, you will need to use the NTFS file system.

**13. Can I boot Windows to my USB Device?**

No. Because of limitations (both hardware and software) Windows is currently prevented from booting and running off a USB drive.

**14. What is Electrostatic Discharge (ESD)?**

You experience occurrences of static electricity everyday. For example, walking across a carpeted floor in a heated room during winter generates sufficient static electricity to create a strong shock when you touch the metal door knob. This can be very damaging to electronic devices which are sensitive to electrostatic discharge (ESD).

## 15. How can I prevent Electrostatic Discharge (ESD)?

The following are very basic considerations for ESD prevention and you should consult your computer or mother board manufacturer's documentation for more detailed information about taking proper ESD precautions.

- Avoid carpets in cool, dry areas. Leave modules in their anti-static packaging until ready to be installed.
- Dissipate static electricity before handling any system components (PC cards, memory modules) by touching a grounded metal object, such as the system unit unpainted metal chassis.
- If possible, use antistatic devices, such as wrist straps and floor mats.
- Always hold a PC card or memory module by its edges. Avoid touching the contacts and components on the memory module.
- Take care when connecting or disconnecting cables. A damaged cable can cause a short in the electrical circuit.
- Prevent damage to the connectors by aligning connector pins before you connect the cable. Misaligned connector pins can cause damage to system components at power-on.
- When disconnecting a cable, always pull on the cable connector or strain-relief loop, not on the cable itself.

## 16. What is Microsoft® SyncToy 1.4 download?

Microsoft® SyncToy 1.4 for Windows is available as a free download from the Microsoft Download Center. The easy to use, customizable application helps you copy, move, rename, and delete files between folders and computers. To make it easy for you to find and download, we have created a link that is accessible from the Apricorn Software CD.

12191 Kirkham Road
Poway, CA, U.S.A. 92064
1-858-513-2000